



**Identity Access Management**

# **CAPPS IAM PROJECT**

**DIR System Access Security Solution**

**CAPPS User Groups**

**Feb. 25, 2021**

# IAM Project Overview

In 2020, the Department of Information Resources (DIR) implemented a new security solution to make accessing state of Texas business systems more secure, consistent, and easier to manage.

- The Texas.gov Digital Identity Solution (**TDIS**) is the overall system that will be implemented statewide for most government systems.
- The CAPPS Identity and Access Management (**IAM**) project is the implementation of TDIS specifically for the CAPPS system.
- The CAPPS IAM project is now scheduled to go live on **Monday, June 7, 2021** (moved from April due to the changes in the registration portal).
  - The completion of *Constituent Accounts*, as previously announced, will no longer be required.
  - The revised user registration process will be based on employee email address and will be a simple initial employee account setup.

# Benefits of IAM

The TDIS/IAM solution will provide:

- **Minimized logins – Single Sign-On (SSO)** access for:
  - CAPPS HR/Payroll (HCM)
  - CAPPS Financials (FIN)
  - CAPPS Enterprise Learning Management (ELM)
  - CAPPS Taleo Recruit
  - CAPPS Taleo Learn
  - Business Objects (BOBJ)
- More rigorous authentication by adding Multi-Factor Authentication (MFA) to the CAPPS login process.
- A tool that is dynamic and highly scalable.
- An added layer of security that seamlessly integrates with CAPPS applications.

# IAM Project Plan

As this project moves toward the **June 7** go live, users can expect to see the same processes and planning that are used in other implementations.

- We began presenting a project dashboard with this month's CAPPs Steering Committee and will continue to present through go-live for implementation progress and upcoming activities.
- Agencies will test the IAM solution during a UAT period from **April 12 – May 21**.
- The project team is developing materials, including desk aids and FAQs, that agencies can utilize to prepare their end users for all steps of the implementation process, from initial registration for all users to key changes for staff in support roles.

# IAM Project Plan

Agencies should plan for a number of critical activities as they prepare for go live:

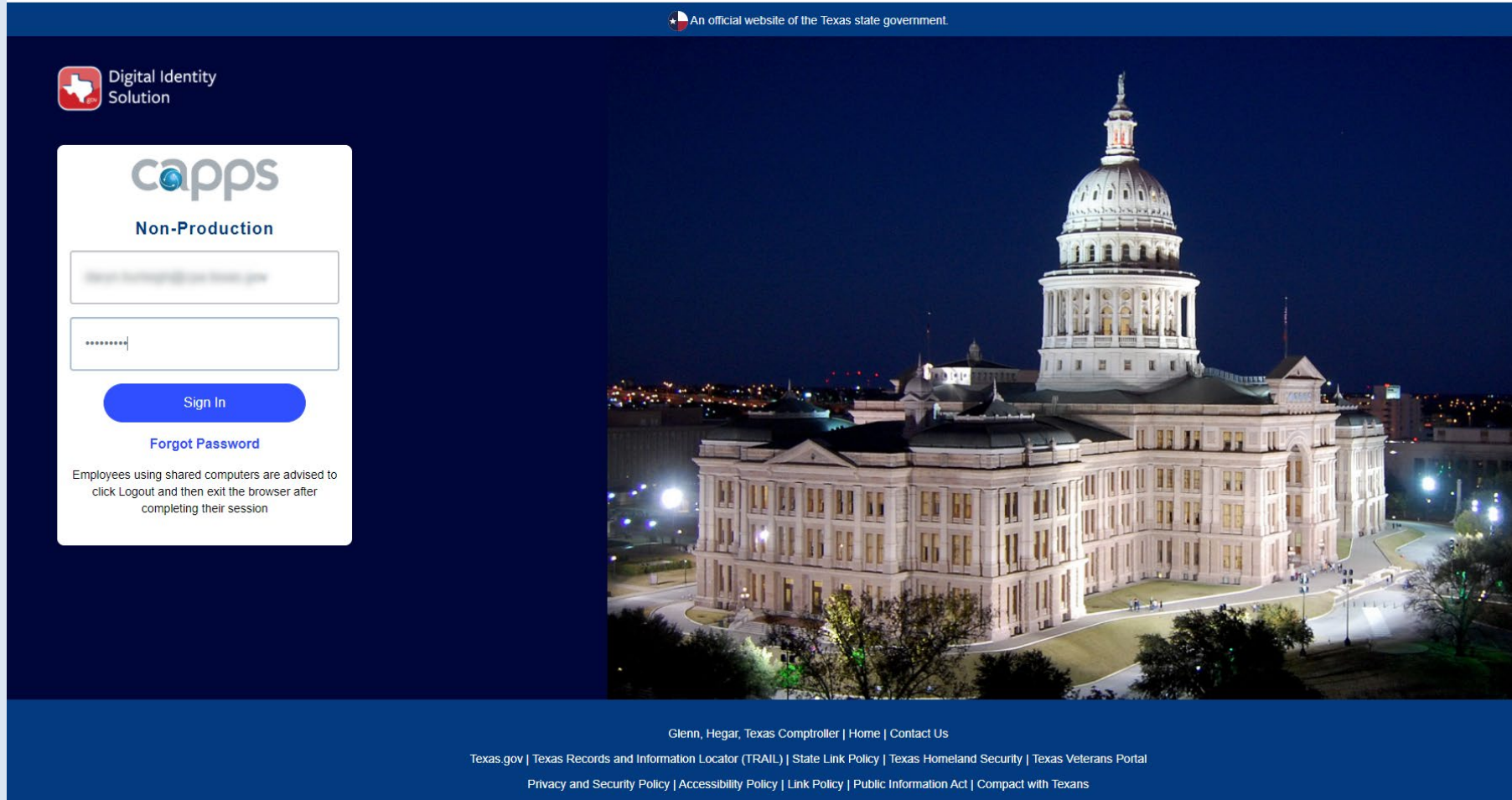
- Participation is required by all agencies.
- Agencies will need to ensure all their users are aware of and prepared for the implementation – including full participation in the registration process. This includes:
  - Registration of existing users for UAT in April and Go-live in June.
  - All new hires going forward once IAM is implemented.
  - Agencies may need to adjust their login processes and update any agency-specific user support materials, such as process instructions or desk aids that include steps for the CAPPS login.
- **REMINDER: Once IAM is in place, it will be the only way to access the CAPPS system.**

# TDIS CAPPS Custom Sign On Screen

- Users will not need to go to a different URL to get to the new sign on screen.
- Users can sign on with either CAPPS ID or their preferred email that is maintained within CAPPS.
- Multi Factor Authentication will be required by all users. Users will have the option to setup a phone number via self service on the Employee Portal during registration or after as an added layer of security for CAPPS applications.
- MFA Options:
  - Receive One-time Passcode via SMS (i.e., text message) to phone number
  - Receive One-time Passcode via phone call to phone number
  - Receive One-time Passcode via email to the preferred email address.
- Remember this device feature is available after entering the 2nd factor. If the user selects “Yes” to remember this device, they will not need to actively complete MFA the next time they use the same computer and browser combination.

# TDIS CAPPS Custom Sign-On Process

Step 1: The landing page of the sign-on portal will indicate either production or non-production above the login fields. Users will enter their email address and password, then click the “Sign in” button.



The screenshot shows the landing page of the TDIS CAPPS Custom Sign-On Process. The page has a dark blue header with the text "An official website of the Texas state government." and a logo for "Digital Identity Solution". The main content area is white and features the "capps" logo, the text "Non-Production", and a login form. The login form includes an email address field, a password field, and a "Sign In" button. Below the login form is a "Forgot Password" link and a note: "Employees using shared computers are advised to click Logout and then exit the browser after completing their session". The background of the page is a large image of the Texas State Capitol building at night. The footer contains links to "Glenn, Hegar, Texas Comptroller | Home | Contact Us" and a list of links: "Texas.gov | Texas Records and Information Locator (TRAIL) | State Link Policy | Texas Homeland Security | Texas Veterans Portal | Privacy and Security Policy | Accessibility Policy | Link Policy | Public Information Act | Compact with Texans".

An official website of the Texas state government.

Digital Identity Solution

capps

Non-Production

Enter your email address

\*\*\*\*\*

Sign In

Forgot Password

Employees using shared computers are advised to click Logout and then exit the browser after completing their session

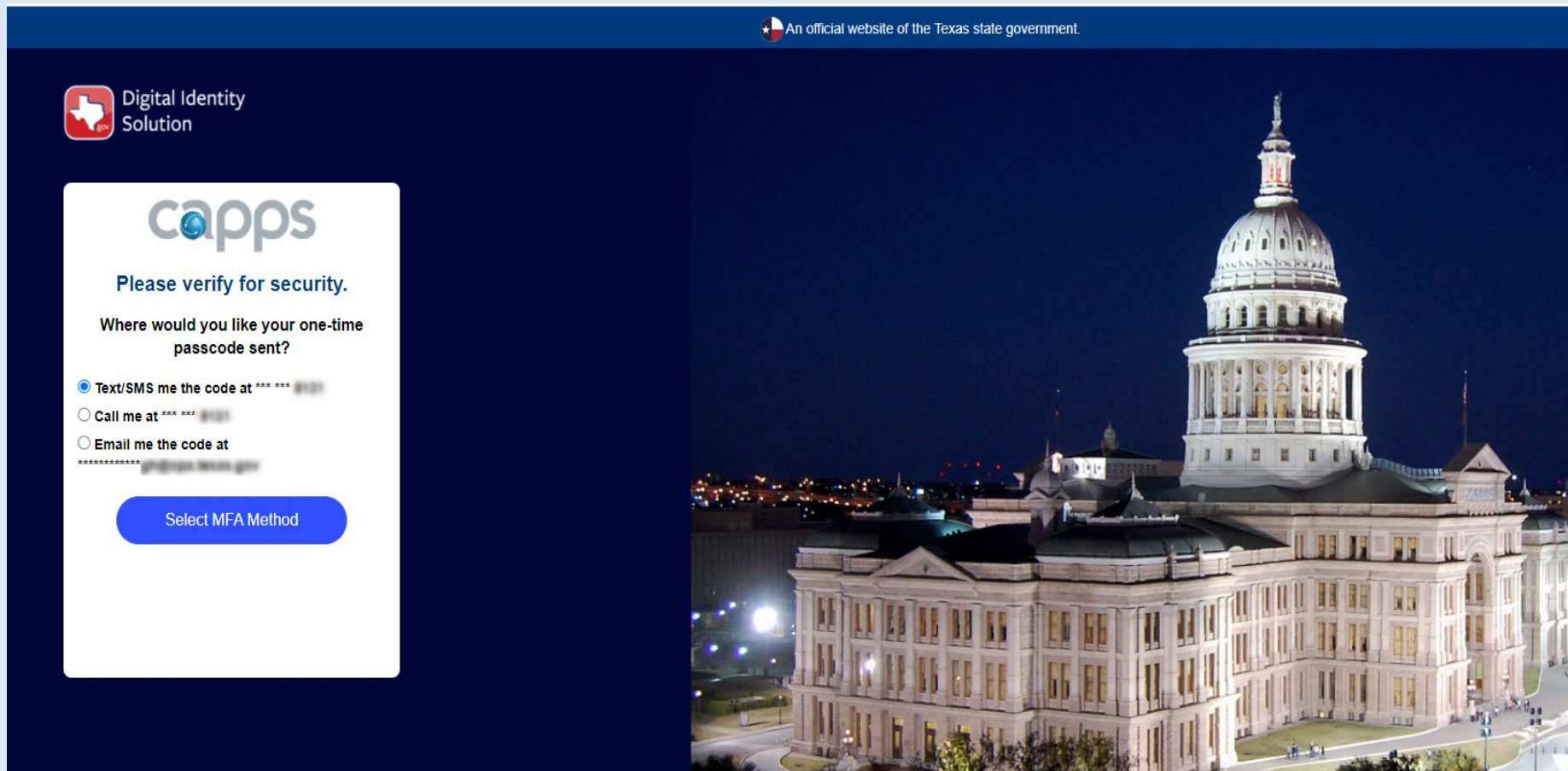
Glenn, Hegar, Texas Comptroller | Home | Contact Us

Texas.gov | Texas Records and Information Locator (TRAIL) | State Link Policy | Texas Homeland Security | Texas Veterans Portal | Privacy and Security Policy | Accessibility Policy | Link Policy | Public Information Act | Compact with Texans



# TDIS CAPPS Custom Sign On Process

Step 2: Users will be asked to select the method of multi-factor authentication (MFA) they want to use to continue logging in. Choices could be SMS Text messaging, phone call, or email. Once selected, users click the “Select MFA Method” button. Note: if a user does not set up a phone number, then email will be the only option provided.



The screenshot shows a web interface for the Digital Identity Solution (DIS) with a CAPPS (Custom Authentication Process) overlay. The background is a dark blue header with a Texas state government logo and a night view of the Texas State Capitol building. The CAPPS overlay is a white box with the CAPPS logo and the text "Please verify for security." Below this, it asks "Where would you like your one-time passcode sent?" and provides three radio button options: "Text/SMS me the code at [redacted]", "Call me at [redacted]", and "Email me the code at [redacted]". A blue button labeled "Select MFA Method" is at the bottom of the overlay.

An official website of the Texas state government.

Digital Identity Solution

**capps**

Please verify for security.

Where would you like your one-time passcode sent?

☒ Text/SMS me the code at [redacted]

☐ Call me at [redacted]

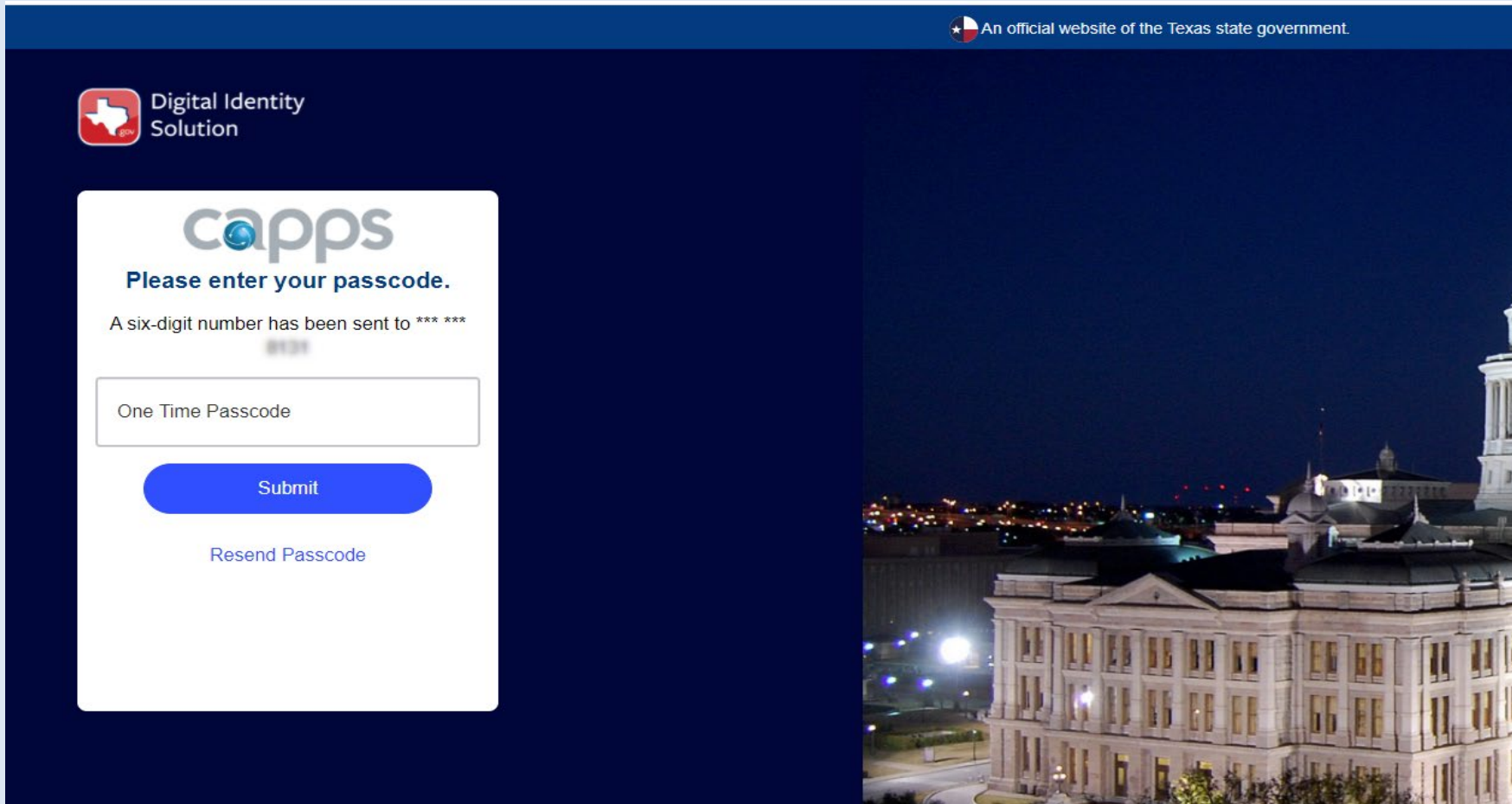
☐ Email me the code at [redacted]

Select MFA Method



# TDIS CAPPS Custom Sign On Process

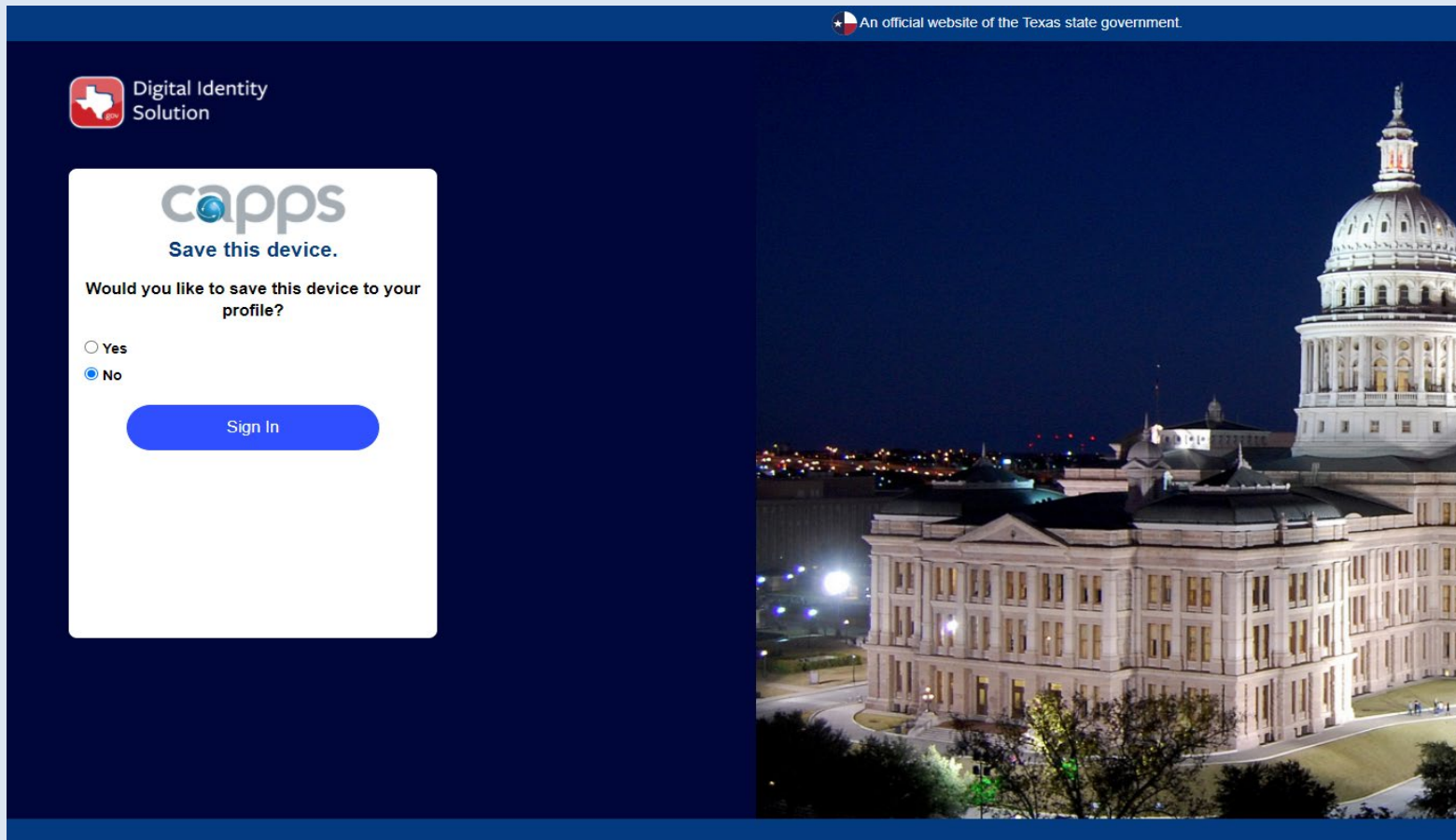
Step 3: User enters the one-time passcode (received via the method chosen on the previous screen) and clicks the “Submit” button.



The screenshot displays the TDIS CAPPS Custom Sign On Process Step 3. The page has a dark blue header with the Texas state flag and the text "An official website of the Texas state government." On the left, the "Digital Identity Solution" logo is visible. The main content area is a white card with the "capps" logo and the text "Please enter your passcode." Below this, it states "A six-digit number has been sent to \*\*\* \*\*\*" with a blurred phone number. A text input field labeled "One Time Passcode" is present, followed by a blue "Submit" button and a "Resend Passcode" link. The background of the page features a night-time photograph of the Texas State Capitol building.

# TDIS CAPPS Custom Sign On Process

Step 4: Users will be asked if they would like to save this device to their profile. If the user selects the “Yes” option, they will not need to complete MFA the next time they use their current computer and browser combination. Once “Yes” or “No” is selected, click the “Sign in” button.



The screenshot shows a web interface for the TDIS CAPPS Custom Sign On Process. At the top, a blue banner contains the text "An official website of the Texas state government." Below this, the "Digital Identity Solution" logo is visible. The main content area features a white box with the "capps" logo and the text "Save this device." Below this, a question is posed: "Would you like to save this device to your profile?" Two radio buttons are provided: "Yes" (unselected) and "No" (selected). A blue "Sign In" button is located at the bottom of the white box. The background of the page is a dark blue gradient with a large image of the Texas State Capitol building at night.

An official website of the Texas state government.

Digital Identity Solution

capps

Save this device.

Would you like to save this device to your profile?

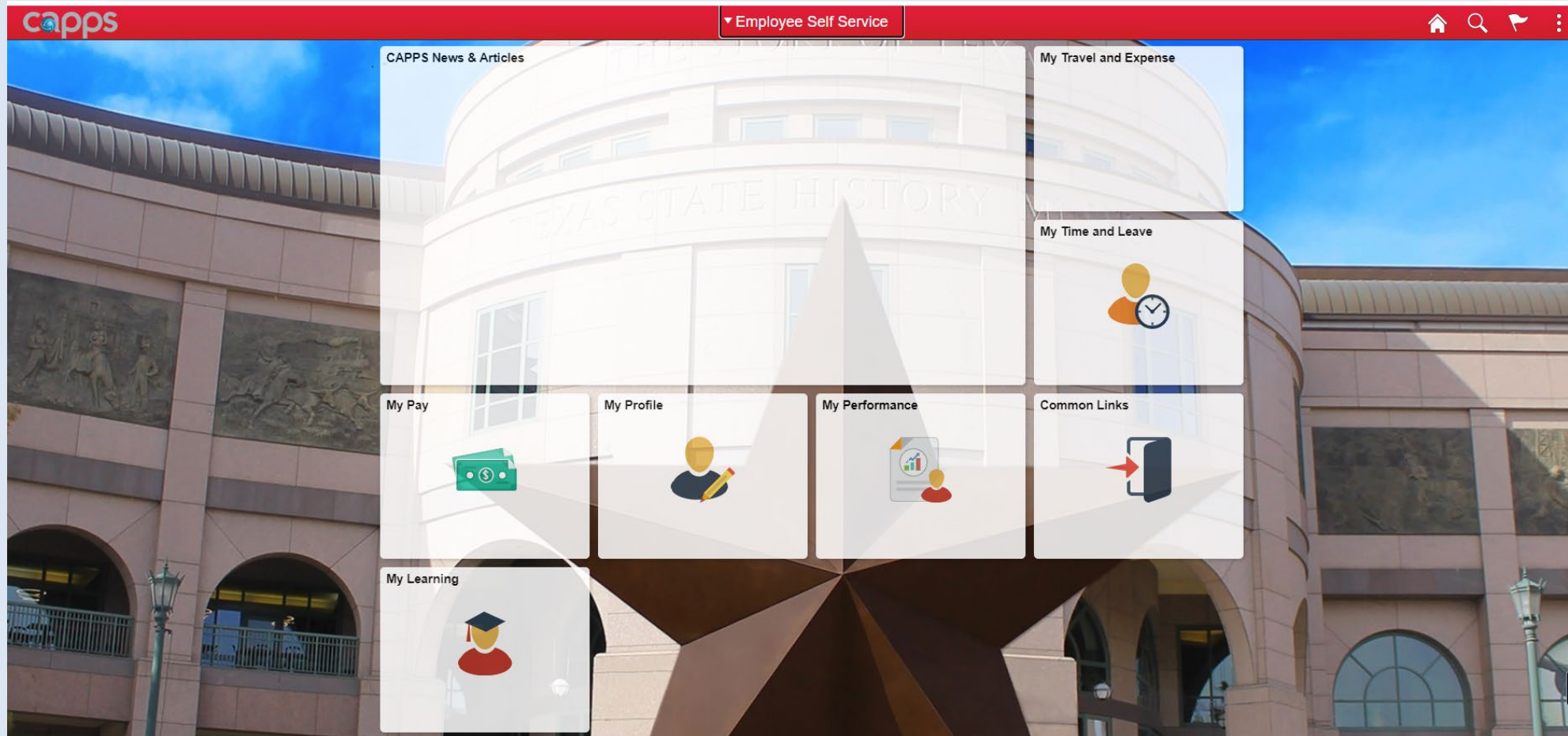
☐ Yes

☒ No

Sign In

# TDIS CAPPS Custom Sign On Process

Step 5: Users arrives on the Employee Self Service landing page in CAPPS. Reminder: the landing page and CAPPS system are not altered by the addition of the IAM sign-on screen.



# TDIS Employee Portal

The TDIS Employee Portal will provide:

- The initial registration in which a user will have a step-by-step process to set up their password, their security questions/answers and other MFA options. This initial registration is required for all users of CAPPS.
- Maintenance of employee phone number for MFA purposes only.
- Self service *Password Reset* and *Forgotten Password* functionality will be available to the user.
- More information regarding employee portal will be available at the March user group.

# TDIS Delegated Admin Console

- Only utilized by users that have the ability to reset passwords and perform account unlocks for their agency users.
- Separate application outside of CAPPS, however single sign on does apply between DA console and CAPPS applications.
- DA Console functionality replaces what was in CAPPS on the custom Password Reset and Account unlock page. The custom page is being modified to remove that particular functionality in CAPPS, but the page will remain to assist in viewing certain security elements of users. This work is being done as a part of SR 23127.



# CAPPS to TDIS Interface (SR 16009)

- A user interface will be sent from CAPPS to TDIS to identify new users and send profile changes, including termination of CAPPS access.
- The interface will run twice a day. Those times have not yet been established but will be communicated so that business practices can be created at the agency level.
- When hires are completed in CAPPS, the interface will deliver their information to TDIS. An automated email will be generated to the new user once they are loaded into TDIS. More information regarding this email will be available in March.
- The interface will also send profile changes, such as name change, terminations older than 2 years, and preferred email changes.
- **FOR GO LIVE** – Your agency will need to decide what information you would like to communicate to users, both terminated and active, regarding the initial roll out of TDIS.

# TDIS to CAPPS environment crosswalk

TDIS will have two environments that are agency facing, known as **Production** and **Stage**.

- **TDIS Production** – this environment will regulate our CAPPS production and reporting environments. These CAPPS environments are HCMPRD1, FINPRD1, ELMPRD1, HCMRPT1, and FINRPT1, as well as the Recruit, Learn and BOBJ production environments.
- **TDIS Stage** – this environment will regulate our CAPPS non-production environments. This includes CAPPS User Acceptance Testing (HCMUAT1, FINUAT1, ELMUAT1) and Maintenance (HCOMMNT1, FINMNT1, and ELMMNT1), as well as the Recruit, Learn and BOBJ non-production environments.
- **Single Sign On (SSO)** will exist inside each of these groupings, but not across. For example, if you have logged on to **TDIS Production**, you can access *CAPPS Production* and *CAPPS Reporting*, but not *CAPPS UAT*. To access *CAPPS UAT*, you'll need to log into the **TDIS Stage** environment.
- Please Note: passwords and profiles between TDIS **Production** and **Stage** will NOT be copied or replicated. They are managed separately.



# March User Group Discussion

The March User Group IAM discussion will include a number of additional topics, including but not limited to:

- Self Service Portal functions
- Initial credential email format and instructions
- Help Desk information
- UAT planning information

# Questions?

Questions can be submitted to the CPA CAPPs support team:

- through the Level 1 ASP Solution Center ticket system, or
- by emailing the CAPPs Governance & Communications team at [CAPPs.CGC.ba@cpa.Texas.gov](mailto:CAPPs.CGC.ba@cpa.Texas.gov).

# Thank You!

**Presenters: Daryn Burleigh and Chelsa Vinklarek**

